

ARDS AND NORTH DOWN BOROUGH COUNCIL

Policy Screening Form

1.	Policy Reference (Equality use only)	E 28
2.	Policy Name	Corporate Complaints Policy and Procedure
3.	Existing / Revised / New Policy	New policy
4.	Responsible Officer	Director of Organisational Development and Administration
5.	Description of policy to be screened	<p>To enable the Council to effectively and consistently handle complaints and enquiries, this formal corporate complaints procedure provides clarity to officers and the public on the standards of Council service and how to make a complaint.</p> <p>The procedure also provides protection for the Council should any challenge be made by a customer or resident to the Ombudsman on how a complaint has been handled.</p> <p>The policy details how to complain in person, in writing, by phone, online as well as the availability of assistance in making a complaint.</p> <p>The policy identifies the stages through which a complaint will be considered and the role of the Ombudsman should a complaint not be satisfactorily resolved.</p>
	Aims and expected outcomes the policy is expected to achieve?	<p>To demonstrate that the Council considers customers first;</p> <p>The Council is committed to providing high quality and good value services and facilities that address the needs of our residents.</p> <p>However, when things go wrong;</p> <p>The Council encourages residents and visitors to let the Council know as complaints provide an opportunity to improve the quality of service the Council offers all customers.</p>

6.	Section 75 categories which might be expected to benefit and how they may benefit.	All Section 75 sections will benefit as service improvements will be applied across the service area.
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7.	Factors which could contribute to / detract from the intended aims / outcomes of the policy when being implemented.	If the policy is not applied consistently or recommended service improvements are not carried out.
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8.	<p>The main stakeholders on which the policy will impact. For example, employees, potential service users and community groups.</p> <p>Consider the internal and external impacts (either actual or potential) and comment, or list, information where appropriate.</p>	Council, Council employees, Elected Members, service users, potential service users and those providing services on behalf of Council.
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9.	Please provide details of other policies which have a bearing on this one.	
Policies: E 15 Corporate Plan	Owned by : Ards and North Down Borough Council	

10.	Available evidence (quantitative and qualitative) considered as important to encourage completion in relation to :										
<table border="1"> <tr><td data-bbox="245 1446 623 1488">Religious Belief</td></tr> <tr><td data-bbox="245 1488 623 1530">Political Opinion</td></tr> <tr><td data-bbox="245 1530 623 1572">Racial Group</td></tr> <tr><td data-bbox="245 1572 623 1614">Age</td></tr> <tr><td data-bbox="245 1614 623 1656">Marital Status</td></tr> <tr><td data-bbox="245 1656 623 1698">Sexual orientation</td></tr> <tr><td data-bbox="245 1698 623 1740">Men & Women generally</td></tr> <tr><td data-bbox="245 1740 623 1782">Disability</td></tr> <tr><td data-bbox="245 1782 623 1820">Dependents</td></tr> </table>	Religious Belief	Political Opinion	Racial Group	Age	Marital Status	Sexual orientation	Men & Women generally	Disability	Dependents	Borough profile of location of all Council facilities and services in relation to the population it serves. Profile of each Borough that adjoin Ards and North Down Borough Council boundaries.	
Religious Belief											
Political Opinion											
Racial Group											
Age											
Marital Status											
Sexual orientation											
Men & Women generally											
Disability											
Dependents											

11.	Based on data previously provided what are the needs, experiences and priorities for each of the following categories, in relation to this policy/decision?	
	Religious Belief	All service users and potential service users require access to this policy in a format that is suitable to meet their needs and is clearly understandable.
	Political Opinion	
	Racial Group	This policy meets the needs of all users as a clear procedure is set out and assistance is available on request for any individual or group who may require access to the complaints procedure.
	Age	
	Marital Status	
	Sexual orientation	
	Men & Women generally	
	Disability	
	Dependents	

Does this Policy require an Equality Impact Assessment?

1.	What is the likely impact on equality of opportunity for each of the Section 75 categories?		
		Detail of Impact	Level of Impact Minor/Major/None
	Religious Belief	All complaints will be dealt with in accordance with the procedure irrespective of the individual making the complaint or the nature of the complaint.	None
	Political Opinion		
	Racial Group		
	Age		
	Marital Status		
	Sexual orientation		
	Men & Women generally		
	Disability		
	Dependents		
2.	Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?		
		If "Yes", provide details	If "No", provide details
	Religious Belief	No – equitable access is available to all in relation to this policy.	
	Political Opinion		
	Racial Group		
	Age		
	Marital Status		
	Sexual orientation		
	Men & Women generally		
	Disability		
	Dependents		

3.	To what extent is the policy likely to impact on Good Relations between people of different religious belief, political opinion or racial group?		
		Details of Impact	Level of Impact Minor/Major/None
	Religious Belief	None – this policy is accessible to all	
	Political Opinion		
Racial Group			

4.	Are there opportunities to better promote Good Relations between people of different religious belief, political opinion or racial group?		
		If “Yes” provide details	If “No” provide details
	Religious Belief	No	
	Political Opinion		
Racial Group			

Additional Considerations

	Multiple Identity Considerations	Details of impact or potential impact (Positive/Negative)
	Are there any potential impacts of the policy decision on people with multiple identities? (e.g. disabled minority ethnic persons).	This policy has considered the needs of the range of multiple identities of those who may wish to make a complaint.
	Where appropriate provide details of data on the impact of the policy on people with multiple identities. Specify relevant Section 75 categories concerned.	

	Does this proposed policy provide an opportunity to:	Yes / No	Explain your reasoning:
	<ul style="list-style-type: none"> - <u>better promote positive attitudes</u> towards disabled people - <u>increase participation</u> by disabled people in public life 	Yes	This policy identifies that assistance may be used to make a complaint and reasonable adjustments are available within the scope of the policy.

Monitoring Arrangements

Section 75 places a requirement on the Council to have equality monitoring arrangements in place in order to assess the impact of policies and services, help identify barriers to fair participation and to better promote equality of opportunity.

	Outline what data you could collect in the future in order to monitor the impact of this policy / decision on <u>equality, good relations and disability duties.</u>	Profiles of customers accessing the services and facilities will help determine the impact of this policy.
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I can confirm that the proposed policy / decision has been screened for:-

X	Equality of opportunity and good relations
X	Disabilities duties; and
<input type="checkbox"/>	Human rights issues

On the basis of the answers to the screening questions, I recommend that this policy / decision is:-

X	Screened Out – No EQIA necessary (no impacts)
<input type="checkbox"/>	Screened Out – Mitigating Actions (minor impacts)
<input type="checkbox"/>	Screened In – Necessary to conduct a full EQIA
	Please detail actions to be taken:

Screening assessment completed by:-

Name: Amanda Martin
 Title: Head of Administration
 Date: 7 May 2015
 Signature:

Director/Head of Service decision approved by:

Name: Wendy Monson
 Title: Director of Organisational Development and Administration
 Date: 7 May 2015
 Signature:

If an Equality Impact Assessment is required

Priority rating for timetabling an Equality Impact Assessment. (1-3)	Priority Criterion	Rating
	Effect on equality of opportunity and good relations	
	Social need	
	Effect on people's daily lives	
	Relevance to a public authority's functions	

Is this policy affected by timetables established by other relevant Public Authorities?	
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Monitoring Recommendation	
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Approval and Authorisation			
Screened by :	Position/Job Title:	Date:	
	Head of Administration	7 May 2015	
Approved by:	Director of Organisational Development and Administration	7 May 2015	

Consideration of Human Rights

The Human Rights Act 1998 brings the European Convention on Human Rights (ECHR) into UK and, therefore, Northern Ireland. Indicate below any potential adverse impacts that the policy / decision may have in relation to human rights issues

Right to Life	Article 2	<input type="checkbox"/>
Prohibition to torture, inhuman or degrading treatment	Article 3	<input type="checkbox"/>
Prohibition of slavery and forced labour	Article 4	<input type="checkbox"/>
Right to Liberty and Security	Article 5	<input type="checkbox"/>
Right to a Fair and Public Trial	Article 6	<input type="checkbox"/>
Right to no punishment without due legal process	Article 7	<input type="checkbox"/>
Right to respect for private and family life, home and correspondence	Article 8	<input type="checkbox"/>
Right to freedom of thought, conscience and religion	Article 9	<input type="checkbox"/>
Right to freedom of Expression	Article 10	<input type="checkbox"/>
Right to freedom of peaceful assembly and association	Article 11	<input type="checkbox"/>
Right to marry and found a family	Article 12	<input type="checkbox"/>
The prohibition on discrimination	Article 14	<input type="checkbox"/>
Protection of property and enjoyment of possessions	Protocol 1 Article 1	<input type="checkbox"/>
Right to education	Protocol 1 Article 2	<input type="checkbox"/>
Right to free and secret election	Protocol 1 Article 3	<input type="checkbox"/>

	Please explain any adverse impacts on human rights that you have identified?	
	Please indicate any ways in which you consider the policy positively promotes Human Rights	